

## Attachment K

### Expectations:

- An immediate implementation and transition of the inmate telephone system will take place upon award of the contract
- ODOC may or may not utilize all technology solutions proposed and reserves the right to activate any of the solutions at any time during the life of the contract
- ODOC will receive a site access fee in the amount of \$3.5M in years 1-5 and \$3.75M in years 6-10 of the contract, in addition to other value added services, equipment, and solutions
- Proposed rates and transaction fees shall deliver financial value to inmates and their family and friends, and will not exceed the maximum rates as authorized by the state and federal regulatory authorities
- The Inmate Telephone System shall be a full featured system that includes, at a minimum, pin# entry, initial and continuous call biometrics.
- Call rates for the Inmate Telephone System shall be a per minute rate and be the same for calls to anywhere in the United States and across all call types (collect, prepaid, debit)
- Proposed rates shall be exclusive of taxes, and other fees that providers are required to collect or pay to third parties in support of statutory or regulatory programs mandated by governmental or quasi-governmental authorities, such as the Federal Universal Service Fee. The selected supplier shall pass these charges through to consumers directly with no markup
- The call rates and transaction fees shall remain the same throughout the entire agreement period. Any rate changes mandated by state or federal regulatory authorities during the term of the agreement shall entitle the parties to renegotiate the terms of the agreement
- Planned and smooth migration from current systems, services, and equipment without disruption and/or full implementation of new systems, services and equipment
- Project management and implementation services to assure a timely execution of the activated services

- All requirements for the system and activities associated with the implementation and use of the system will be at no cost to ODOC
- Administrative, operational and support services necessary to fulfill requirements and service levels
- Consistency of systems across all ODOC facilities
- Operation of a secure, high availability environment
- Provisioning, deployment, and ongoing support of all equipment, devices, components, and related hardware and software that provide a fully functioning system
- An operational environment that will assure that all information provided by ODOC will at all times reside with the United States only
- Operational procedures, training tools and documentation necessary to operate, backup, recover, and administer services
- Necessary staffing and support facilities to operate and maintain services and meet the required service levels
- Interaction to receive and provide information between selected supplier's solutions and determined ODOC applications
- Customer service support provided through a United States based operation to meet the needs of inmates, families and friends, and ODOC staff
- Compliance with and services in accordance with ODOC requirements and policy
- Compliance with all federal, state, municipal, and OSHA laws, rules, regulations and code requirements that may govern the system/services
- Ongoing commitment to updating and presenting new emerging technology solutions for ODOC consideration and incorporation into the contract